श्री सभापति: श्री गांधी आजाद। ...(**व्यवधान**)... आप बैठ जाइये। प्लीज बैठ जाइये। ...(**व्यवधान**)...

श्री मंगनी लाल मंडल: हिन्दी में अखबार नहीं मिलता है। ...(**व्यवधान**)...

श्री सभापति: आप बैठ जाइये। आपने पाइंट रेज कर दिया है, यह बहुत अच्छी बात है। ...(**व्यवधान**)...

श्री गांधी आजाद: सर, मंत्री जी द्वारा जो विवरण दिया गया है, उसमें सारे पद अनुसूचित जाति और अनुसूचित जनजाति से संबंधित हैं। ...(**व्यवधान**)... 31-3-2006 को 343 पद खाली हैं। मैं माननीय मंत्री जी से जानना चाहता हूं कि जो 343 पद अनुसूचित जाति और अनुसूचित जनजाति के रिक्त हैं, वे कब तक विशेष अभियान चलाकर के भरे जायेंगे?

श्री प्रफुल्ल पटेल: सभापति महोदय, हमने विशेष अभियान चलाकर ही पिछले दो साल में करीब सवा तीन सौ से ज्यादा पदों को भरने का काम किया है और यह प्रक्रिया निरंतर जारी है। मैं आपको आश्वस्त करना चाहता हूं कि इस मंत्रालय में और इसके अधीन सभी संगठनों में, यह जो विशेष कार्यक्रम है, इसको अपनाया गया है। रिक्त पदों को भरने का हमारा पूरा प्रयास है और कोशिश है।

MR. CHAIRMAN: Question Hour is over.

WRITTEN ANSWERS TO STARRED QUESTIONS

Cancellation of operation safety certificate of AI

*445. SHRI EKANATH K. THAKUR: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that the governing body for global airlines, International Air Transport Association (IATA) has cancelled Air India's Operation Safety Certificate for failing to meet International Operations Safety Audit (IOSA) standards; and

(b) whether Government have made any investigations to find out why the Indian flag carrier has failed to meet IOSA and if so, the action proposed?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) IOSA is not a regulatory requirement. IOSA certificate obtained by Air India in 2003 was not renewed by IATA in 2005 due to pending modification in their Safety Management System.

Air India has already taken necessary remedial action as per the findings of the audit. Deficiencies pointed out have since been rectified and the IOSA certification has now been restored w.e.f. 15.5.2006.

New guidelines for grievances of bank customers

*447. SHRI B.J. PANDA: Will the Minister of FINANCE be pleased to state:

(a) whether RBI has framed new guidelines/rules to address the grievances of bank customers;

(b) if so, the details thereof; and

(c) what is the action plan of Government to control addition of unjustified charges and making of harassing calls by the bank officials, etc.?

THE MINISTER OF FINANCE (SHRI P. CHIDAMBARAM): (a) and (b) With effect from 1st January, 2006, Reserve Bank of India (RBI) has put in place a revised Banking Ombudsman Scheme for redressal of grievances of banking customers. The scope of the scheme has been enlarged to cover customer complaints in areas such as levying service charges without prior notice to the customer and non-adherence to the fair practices code as adopted by individual banks, credit card complaints, deficiencies in providing the services assured by banks and banks' sales agents, etc.

An independent Banking Codes and Standard Board of India has also been set up by the RBI in February, 2006, under the Societies Registration Act. The Board has been set up as an independent watchdog to ensure that banks deliver services in accordance with the Codes and Standards to which they have agreed.

(c) Though levy of Service Charges by Commercial Banks has been deregulated by RBI, banks have been advised to fix reasonable service charges in line with the average cost of providing these services.